

Central Vermont Home Health & Hospice Housecalls

A Message from Sandy Rousse



CVHHH President & CEO

I probably say this every year, but what a busy, and exciting, couple of months it's been. As the Vermont foliage turned from green to bright red and orange, we elected a governor and a President. CVHHH hosted the 17th year of Seasons of Life, our biggest annual fundraiser. And in the world of health and payment reform, Vermont took a big step forward with the signing of the All-Payer Model agreement.

It's a tradition for me to say a few words at Seasons of Life. This year, I spoke of the fact that it takes all of our local providers and partners working together to ensure that central Vermonters get the highest quality care. The importance of collaboration and care coordination in serving our community is critical. Seasons of Life gives us the opportunity to showcase many of the individuals and organizations that contribute to achieving this goal.

During intermission, we watched a short video, a testimonial from a former CVHHH patient. Maureen Dalton is a 20-plus-year veteran of National Life Group who, over the course of three and a half months at the end of last year, became very sick. Maureen ended up on service with CVHHH in March and was treated by our incredible team of physical, speech, and occupational therapists, nurses, and social workers at home. I'm thrilled to

report that Maureen is healthy and back to one of her favorite hobbies, singing karaoke!

We shared Maureen's story because of how well it illustrates the increasingly complex care needs that we, along with all providers in our service area (the Medical Center, Central Vermont Council on Aging, Washington County Mental Health Services, and many more) encounter every day. At the same time, Vermont's seeing significant growth in its senior citizen population, a demographic that's at high risk of chronic disease and hospitalization.

I am an active voice and advocate for CVHHH at tables where health and payment reform discussions are taking place. With the recent signing of the All-Payer Model, patient satisfaction, quality ratings, and outcomes are going to become increasingly critical benchmarks by which all providers are measured. It's more important than ever that our local healthcare and social service providers continue to communicate, collaborate, and provide a true continuum of care for all central Vermonters.

When it works, as it did with Maureen and our Honorary Fall Solicitation Chairs, the Allen Brothers (see page 8), we are able to meet the goals of reform and serve patients and their families in their most intense time of need. Many of you received letters from Gary, Burnie, Paul, Tom, and Steve Allen. In their note, they talk about the high level of care that their parents, Sylvia and Robert, received at the end of their lives. The couple died five months apart, and, as the brothers recall, CVHHH made it possible for the family to say goodbye.

These stories are what make me so proud to work at CVHHH. They are what matter most to central Vermonters. Together, we can make an impact as we help restore an individual's health, sense of self, and independence.

Have a wonderful holiday season!
Sandy Rousse



Central Vermont
Home Health & Hospice



Your Local Full Service
Visiting Nurse Association

Jewelene Griffin, RN, Joins CVHHH as Head of Hospice & Palliative Care Program



Jewelene, who joined CVHHH in June, has almost 20 years of experience working in for-profit hospice management with a focus on operations and compliance oversight in rural and urban markets. In her most recent position, Jewelene managed multiple hospice agencies across the U.S.

In her role at CVHHH, Jewelene looks forward to helping central Vermonters understand the benefits of hospice care at

home. "I want to help members of the community better understand end-of-life issues and to enable them to plan for the care they want and need. I am passionate about dispelling common hospice myths and about developing a supportive, patient-centered team that includes family members, significant others, providers, and other appropriate resources."

In addition to her work at CVHHH, Jewelene is co-chair of the Hospice & Palliative Subcommittee for the Community Alliance for Healthcare Excellence, an interdisciplinary group of local providers and community partners focused on improving hospice utilization in our area. Jewelene is also working hand-in-hand with local physicians to strengthen collaboration around hospice.

For questions about hospice, contact Jewelene at 224-2240 or jgriffin@cvhhh.org. You may also visit us online at www.cvhhh.org/hospice.

Have You Had the Conversation?

START THE CONVERSATION



Let us help you Start the Conversation. We offer free, educational workshops where we will answer your questions about selecting a health care agent, filling out an advance directive,

and understanding your end-of-life care options. We will come to you, to your church group, knitting circle, book group, or local civic club. Call Emily McKenna, Marketing Manager, to coordinate a meeting: 224-2215 or emckenna@cvhhh.org.



Central Vermont
Home Health & Hospice



Housecalls is a bi-annual newsletter for the friends and supporters of **Central Vermont Home Health & Hospice**
600 Granger Road, Barre, VT 05641
802-223-1878
1-800-253-0191 (TDD Relay)
www.cvhhh.org

Daniel Pudvah, *Director of Development*
Kim Farnum, *Community Relations & Development Manager*
Patty Connor, *Community Relations & Development Assistant*
Emily McKenna, *Marketing Manager*

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*CPA, President & CEO

CVHHH Service Area

Barre	Marshfield	Waitsfield
Barre Town	Middlesex	Warren
Berlin	Montpelier	Washington
Cabot	Moretown	Waterbury
Calais	Northfield	Williamstown
Duxbury	Orange	Woodbury
East Montpelier	Plainfield	Worcester
Fayston	Roxbury	

CVHHH Programs

- Home Health Care
- Hospice and Palliative Care
- Maternal and Child Health
- Long Term Care
- Health Promotion
- Private Care

Community Visit Program Initiated by CVHHH

We conducted our second community visitation program this year in October. The first took place in June. Individuals representing key community partners, including Washington County Mental Health Services, UVMHN-CVMC Medical Group Practices, Quality Care, Psychiatric Care, and Care Management, the Plainfield Health Center, a CVHHH Board member, a CVHHH Committee member, and a central Vermont Legislator, participated.

Each participant went on two visits, accompanying nurses, therapists, and PCAs serving home care, hospice, maternal-child health and long-term care clients across our service area. We are encouraged by the positive feedback received so far.

Francis “Topper” McFaun, a State Legislator from Barre Town shared, “The visit supported my feeling that providing care at home is the way to go if it is possible.” Judy Baldwin, a Medical Social Worker in the CVMC Psychiatric Care Unit noted, “The visits opened my eyes to the challenges faced in the community. The visits were fascinating and memorable. I will be thinking about these people for a long time.”

Patients expressed their appreciation of CVHHH staff, and several of the observers called their experience “eye-opening.” CVHHH intends to conduct more community visits in the coming year. For questions about this program, please contact Daniel Pudvah at [224-2235](tel:224-2235) or dpudvah@cvhhh.org.

CVHHH Awarded Grants

We’d like to thank the following community organizations for their generous grant funding in support of our Telemonitoring Program. CVHHH uses this money to purchase digital telemonitor tablets, which get placed in the homes of eligible patients.

Central Vermont Women’s Giving Circle	\$ 1,000
Montpelier Rotary Club	\$ 1,000
Mad River Valley Rotary Club	\$ 1,700
Vermont Mutual Charitable Giving Fund	\$ 5,000

Telemonitors are proven tools to help central Vermonters better self-manage their disease processes and reduce avoidable emergent care. Using a co-case management model, whereby our Telehealth Nurse Manager and the individual’s visiting home health nurse coordinate care with the individual’s physician, we decreased hospitalizations and ER visits for some of our most fragile patients, including those living with Congestive Heart Failure and COPD. Through engagement, collaboration, and education, telemonitors are helping more central Vermonters stay safely and comfortably where they want to be, at home. To learn more about telemonitors in the home, visit www.cvhhh.org/telemonitor.



Seasons of Life

2016 Fashion Show, Dinner & Live Auction



Another Successful Year Seasons of Life 2016 Fashion Show, Dinner & Live Auction

Special thanks to all of you who joined us on the evening of Friday, October 21st and to those individuals and businesses who donated so generously!

Over 200 members of the central Vermont community gathered at National Life in Montpelier to celebrate Seasons of Life, Central Vermont Home Health & Hospice's 17th annual fashion show, live auction and dinner. Guests included donors, staff and members of the board and community. With your support, CVHHH raised an estimated \$40,000 in net proceeds to support programs and services for those individuals who are underinsured or have no health care insurance.

Kristin Carlson was the guest emcee for this year's event. "Kristin did a terrific job, keeping the audience engaged and entertained throughout the show" commented Kim Farnum, Director of Seasons of Life. Kristin was born and raised in central Vermont. She attended U-32 High School and graduated from Syracuse University. Kristin is the Chief Communications, Brand and Marketing Executive for Green Mountain Power (GMP). Before joining GMP, Kristin was the Chief Political Reporter and co-anchor of The :30 on WCAX. Tom Beardsley participated as this year's guest auctioneer. Tom has worked for WDEV-FM and AM for 30 years and is longtime Duxbury resident. Tom has had two personal experiences with CVHHH and values the mission and quality of care provided. When approached about supporting Seasons of Life, Tom knew that he wanted to do anything he could to assist.

The fashion show featured couture donated by 22 local vendors modeled by 45 volunteers from the community. Major sponsors and fashion providers are listed below.

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Lenny's Shoe and Apparel
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Old School Cool
Onion River Sports
Ruelle Boutique
Salaam Boutique
Shaline Bridal

FASHION PROVIDERS cont.

SlopeStyle Ski and Ride
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Stowe Street Emporium
Sunflower Salon & Boutique
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The Warren Store
Vermont Trading Company
Well Heeled
wiggoddess.com
Wilkins Harley-Davidson
Yellow Turtle
Zutano

Winter Public Foot Care Schedule

December 2016

Dec. 2nd	Northfield Senior Center	8:00am - 12:00pm
Dec. 5th	Waterbury Senior Center	8:30am - 12:00pm
Dec. 6th	The Gardens	8:00am - 12:00pm
Dec. 7th	Twin Valley Senior Center	8:30am - 12:00pm
Dec. 8th	Evergreen Place	8:30am - 12:00pm
Dec. 8th	Tilden House	1:00pm - 5:00pm
Dec. 12th	Barre Senior Center	8:00am - 12:00pm
Dec. 12th	Montpelier Senior Center	1:00pm - 4:00pm
Dec. 14th	Northfield Senior Center	8:00am - 12:00pm
Dec. 19th	Montpelier Senior Center	9:00am - 1:00pm
Dec. 19th	Waterbury Senior Center	12:30pm - 3:30pm
Dec. 20th	North Barre Manor	1:00pm - 5:00pm
Dec. 22nd	Barre Senior Center	9:00am - 1:00pm
Dec. 27th	The Gardens	1:00pm - 5:00pm
Dec. 28th	Twin Valley Senior Center	8:30am - 12:00pm
Dec. 29th	Evergreen Place	8:30am - 12:00pm

January 2017

Jan. 4th	Montpelier Senior Center	9:00am - 1:00pm
Jan. 4th	Quarry Hill Apartments	1:00pm - 4:00pm
Jan. 6th	Northfield Senior Center	8:00am - 12:00pm
Jan. 16th	Waterbury Senior Center	9:00am - 12:30pm
Jan. 17th	The Gardens	8:00am - 12:00pm
Jan. 18th	Twin Valley Senior Center	8:30am - 12:00pm
Jan. 19th	Evergreen Place	8:30am - 12:00pm
Jan. 19th	Jefferson Apartments	1:00pm - 3:30pm
Jan. 23rd	Barre Senior Center	8:00am - 12:00pm
Jan. 23rd	Montpelier Senior Center	1:00pm - 4:00pm
Jan. 25th	Northfield Senior Center	8:00am - 12:00pm
Jan. 30th	Waterbury Senior Center	12:30pm - 3:30pm
Jan. 31st	North Barre Manor	1:00pm - 5:00pm

February 2017

Feb. 2nd	Barre Senior Center	9:00am - 1:00pm
Feb. 6th	Montpelier Senior Center	9:00am - 1:00pm
Feb. 7th	The Gardens	1:00pm - 5:00pm
Feb. 8th	Twin Valley Senior Center	8:30am - 12:00pm
Feb. 9th	Evergreen Place	8:30am - 12:00pm
Feb. 15th	Montpelier Senior Center	9:00am - 12:00pm
Feb. 15th	Quarry Hill Apartments	1:00pm - 4:00pm
Feb. 17th	Northfield Senior Center	8:00am - 12:00pm
Feb. 27rd	Waterbury Senior Center	9:00am - 12:30pm
Feb. 28rd	The Gardens	8:00am - 12:00pm

March 2017

Mar. 1st	Twin Valley Senior Center	8:30am - 12:00pm
Mar. 2nd	Evergreen Place	8:30am - 12:00pm
Mar. 2nd	Tilden House	1:00pm - 3:30pm
Mar. 6th	Barre Senior Center	8:00am - 12:00pm
Mar. 6th	Montpelier Senior Center	1:00pm - 4:00pm
Mar. 8th	Northfield Senior Center	8:00am - 12:00pm
Mar. 12th	Waterbury Senior Center	12:30pm - 3:30pm
Mar. 14th	North Barre Manor	1:00pm - 5:00pm
Mar. 16th	Barre Senior Center	9:00am - 1:00pm
Mar. 20th	Montpelier Senior Center	9:00am - 1:00pm
Mar. 21st	The Gardens	1:00pm - 5:00pm
Mar. 22nd	Twin Valley Senior Center	8:30am - 12:00pm
Mar. 23rd	Evergreen Place	8:30am - 12:00pm
Mar. 29th	Montpelier Senior Center	9:00am - 12:00pm

Site	Contact	Phone
Barre Senior Center	Facility	479-9512
Evergreen Place	CVHHH	223-1878
Montpelier Area Senior Center	Facility	223-2518
North Barre Manor	CVHHH	223-1878
Northfield Senior Center	Facility	485-8112
Quarry Hill Apartments	CVHHH	223-1878
The Gardens	CVHHH	223-1878
Tilden House	CVHHH	223-1878
Twin Valley Senior Center	Facility	223-3322
Waterbury Area Senior Center	Facility	244-1234

Fee: \$15.00. Individuals should bring the following items each time: clippers, basin, towel, foot-soak powder/soap, and lotion. Please arrive 15 minutes before appointment to allow proper time for feet to soak.

Thank You for Choosing CVHHH as Your Flu Vaccine Provider

This fall, we provided over 1,000 central Vermonters with flu vaccinations. On behalf of Allison Jones, our Health Promotion Nurse, we'd like to thank all of the individuals and businesses who chose CVHHH as their flu vaccine provider.



Allison Jones,
Health Promotion Nurse

Here's to your good health in 2017!

Have You Seen Our TV Commercials?

If you regularly watch the WCAX morning or evening news, you may have caught one of our commercials, which introduce real patients talking about the care they received from CVHHH. These are our first TV ads, and a signal of our commitment to reaching new audiences and to educating our community on the breadth and depth of our services and the impact of our care.

We'd like to thank Barre resident John Plante, who talks about the value of healing at home after knee replacement surgery, and CVHHH Board Member, David Zahn, who shares a personal story about the care he and his wife, artist Anci Slovak, received from our hospice team.

If you spot the commercials, look out for our evolved logo and tagline, "Your Home. Your Independence." Marketing Manager Emily McKenna spearheaded the redesign, in partnership with Brandthropology, a firm based in Burlington. "Our century of service in this area is such an important part of who we are," says McKenna. "The updated identity, featuring a more nurturing, round logo suggestive of the circle of care, acknowledges the importance of our deep roots and reputation in central Vermont while signaling

our ability to evolve and innovate in an increasingly complex health care environment." The tagline, "Your Home, Your Independence", speaks directly to the impact of our work in promoting independence.

To see the commercials, visit us online at www.cvhhh.org.

Amazon SMILE

What is Amazon Smile?

Amazon Smile is a simple and automatic way for



you to support your favorite charitable organization every time you shop, at no cost to you. Amazon will donate a portion of the purchase price to your favorite charitable organization.

Please consider Central Vermont Home Health & Hospice as your choice of charitable organizations to donate to! With your support, CVHHH is able to provide a number of health care services to those individuals in our community with little or no health care insurance. Thank you!

We'd Like to Thank the Following CVHHH Staff for Their Many Years of Service to the Community.

30+ YEARS

Lynn Belizi
Susan Calderara
Mary Crossman
Cynthia Isabelle
Florence Langevin

25 YEARS

Dawn Roberts
Sharon Turner

15 YEARS

Carrie Baker
Kelly Bishop
Rebecca Dudley
Kathleen Laramore
Dorla Leone

10 YEARS

Brandy Blakeney
Helen Gomez
Jane Valentine
Colleen Wilford

10 YEARS cont.

Rachel Audy
Phyllis Civitello
Julia Drauszewski
Kristy Hamilton
Robyn Kinsey
Melanie Moore
Laura Murphy
Mark Patterson
Lorraine Richards
Jodi Vilardi

5 YEARS

Melissa Dickinson
Jon Irwin
Allison Jones
Aimil Parmelee
Maria Puglisi
Annette Smith
Caitlin Thompson
Rhonda Van Ripper



Allen Family (l to r): Paul, Gary, Steve, Burnie, Tom

Allen Family: Honorary Chairs of the Fall Appeal

The Allen Family had established a lumber business in the Barre area over two decades before Central Vermont Home Health & Hospice organized with one Visiting Nurse. Lots of history and much change has taken place with these two organizations in the ensuing 100 plus years, but the friendship between them and the support of the Allen Family for CVHHH has remained.

When the Allen Brothers were approached this summer to serve as honorary chairs of CVHHH's fall appeal, they responded in typical professional business style—with short deliberation they declared a resounding “YES!” Immediately they shared how CVHHH provided caring service when both parents needed it. Gary summed it up: “They allowed us to say goodbye to them some five months apart. It was not all about the medicine, it was all about compassion.”

When you receive their letter, please read it and consider responding with a gift. You may also read the letter on our website and make a secure gift at www.cvhhh.org/donate. If you see any of the Allen family at one of their lumber yards in Barre, Montpelier, Waitsfield or St. Johnsbury, or around the community, please thank them for their support of CVHHH.

Stay in touch with CVHHH. Sign up for our E-News

You may now sign up for CVHHH e-news on our website. Visit us at www.cvhhh.org and provide your first, last name and email address, and we'll send you regular updates with news of the latest CVHHH happenings — events, volunteer opportunities, community news, job postings and clinic schedules.